

REPLACEMENT SHEET

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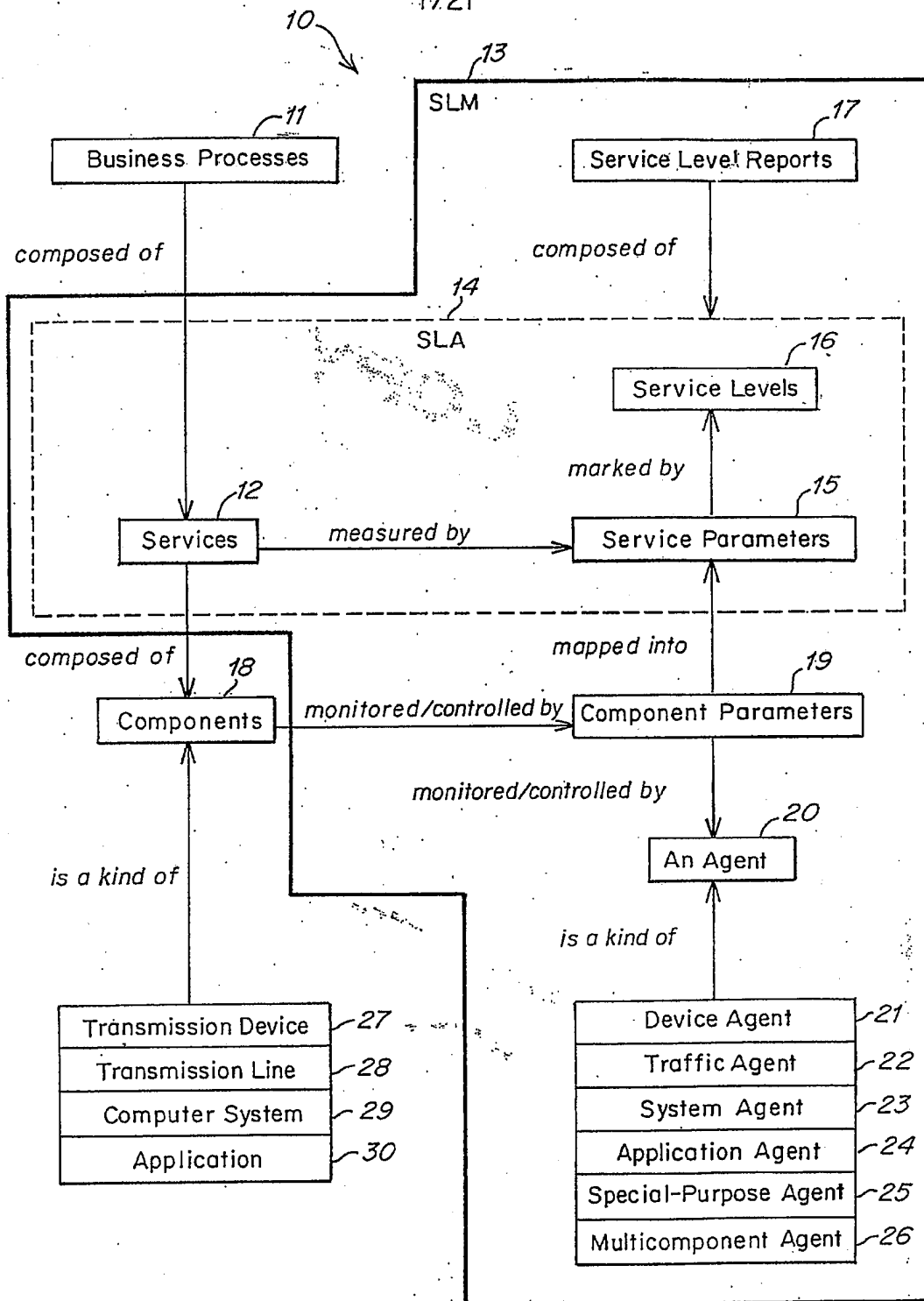


Fig. 1

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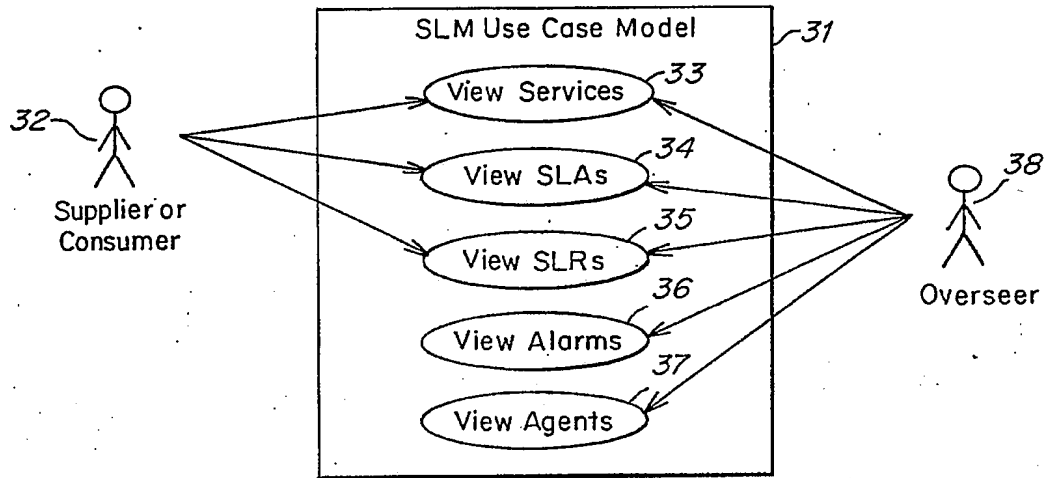


Fig. 2

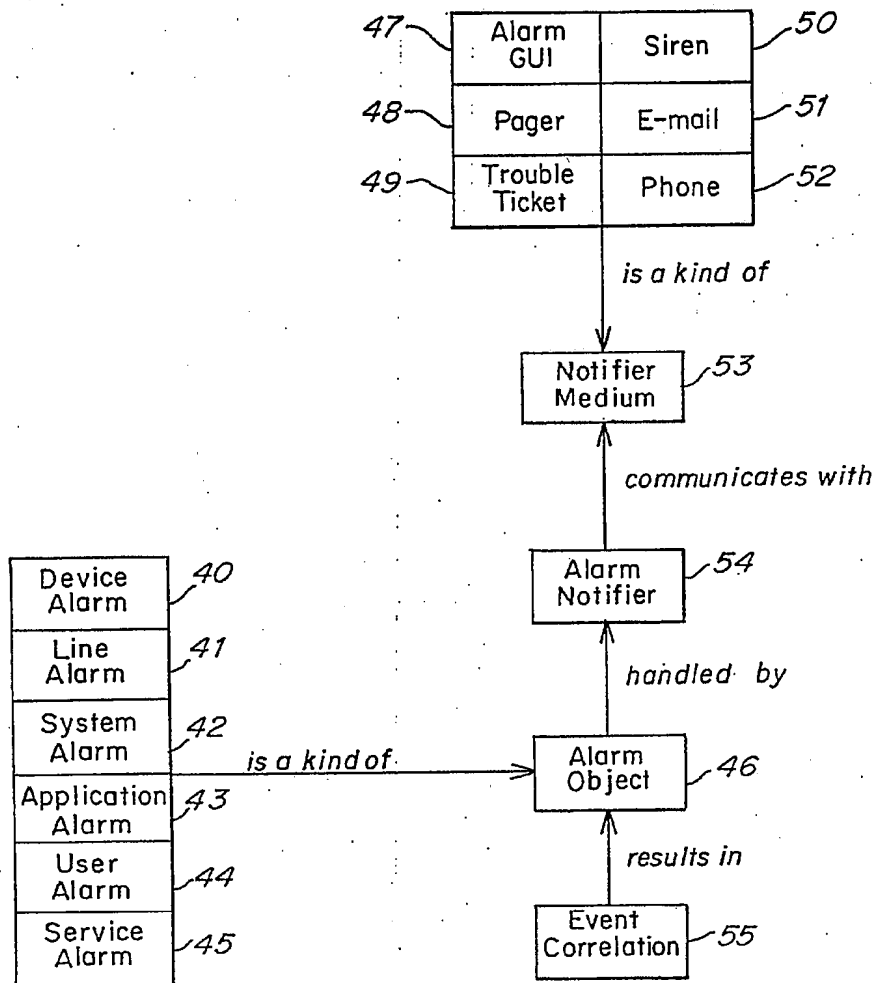


Fig. 3

REPLACEMENT SHEET

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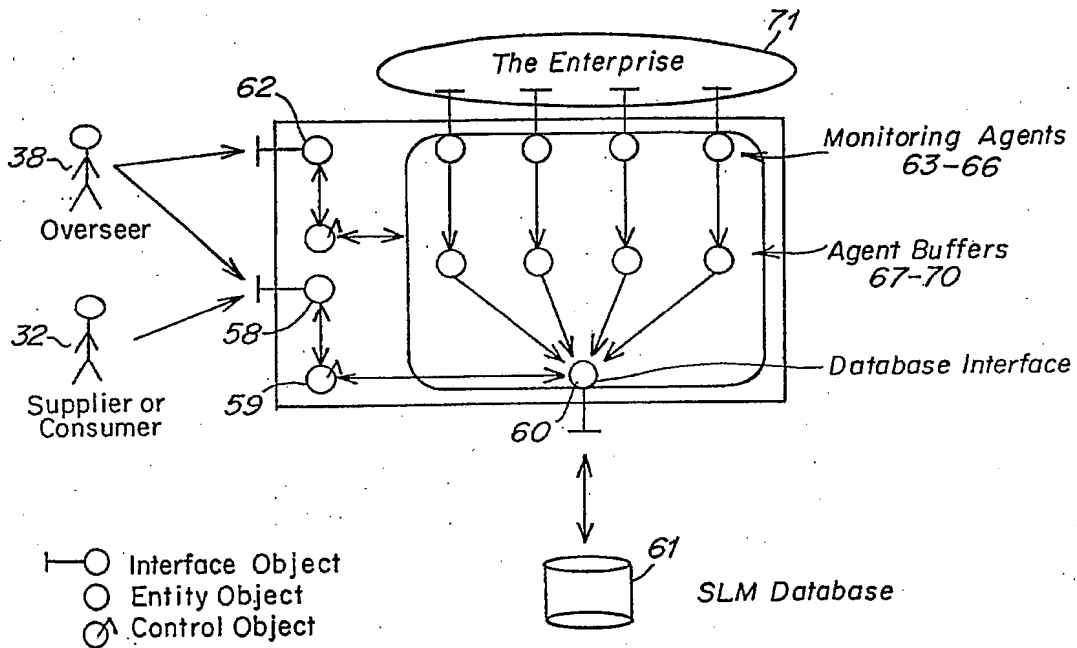


Fig. 4

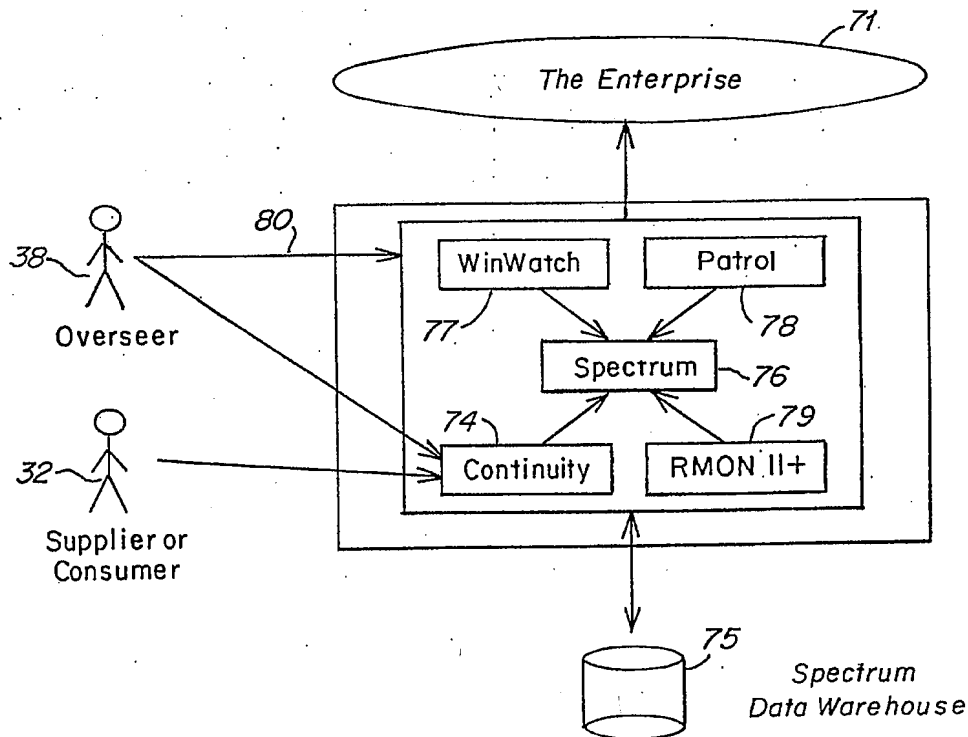


Fig. 5

REPLACEMENT SHEET

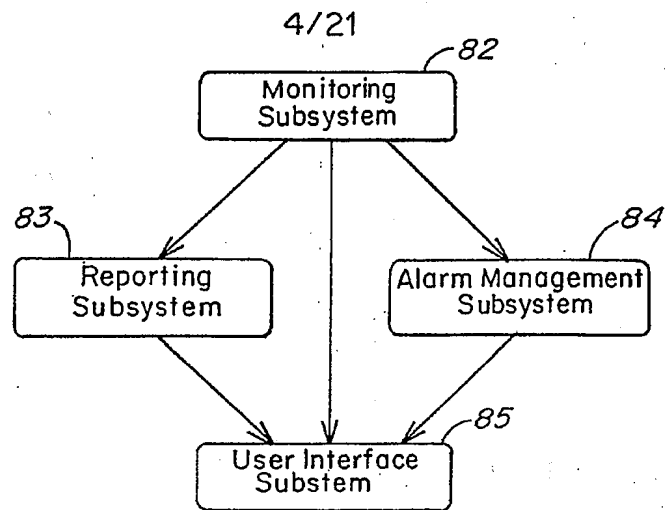


Fig. 6

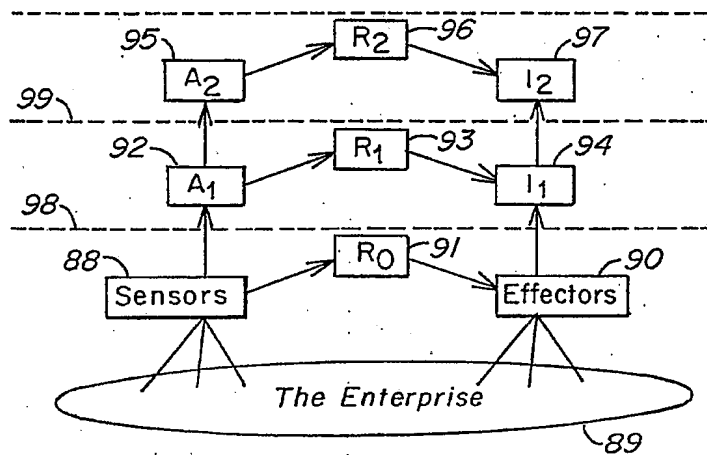


Fig. 7

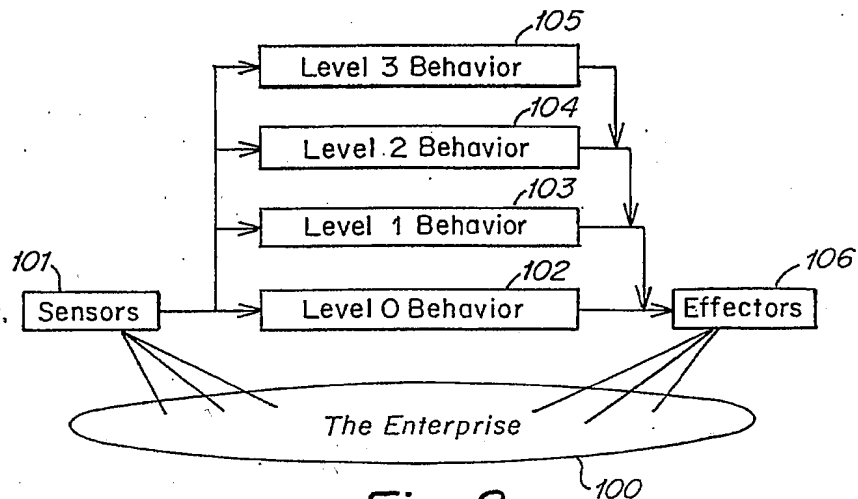


Fig. 8

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Level 2 Abstraction,
Reasoning, Instruction

Level 1 Abstraction,
Reasoning, Instruction

Level 0 Abstraction,
Reasoning,
Instruction

Monitoring

Auto
Control

Human
Control

The Enterprise

Fig. 9

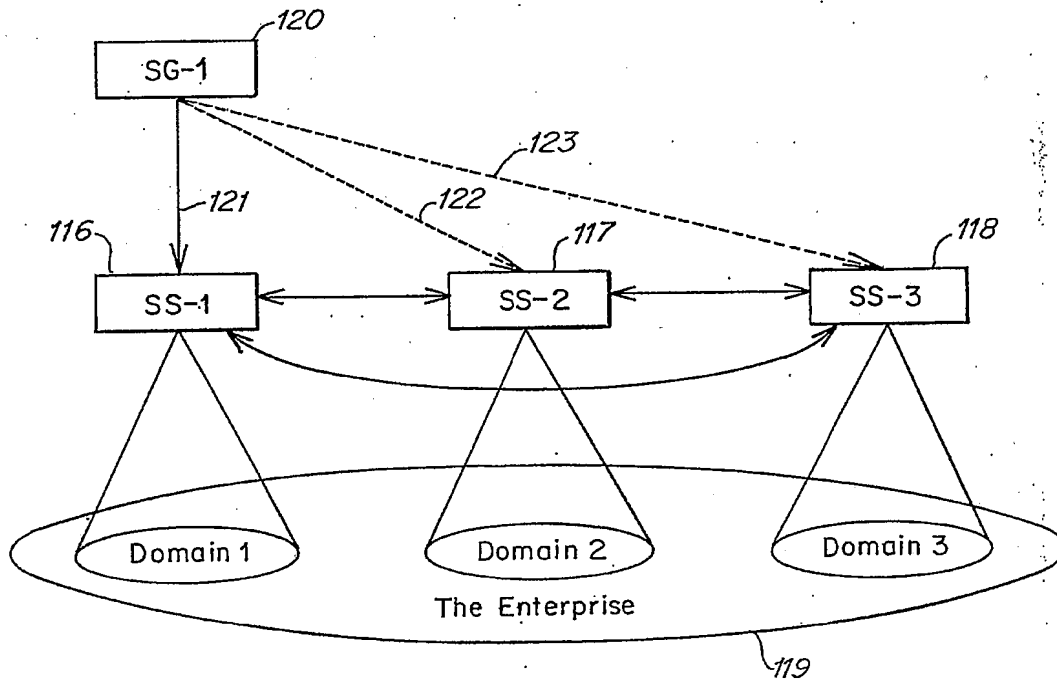


Fig. 10

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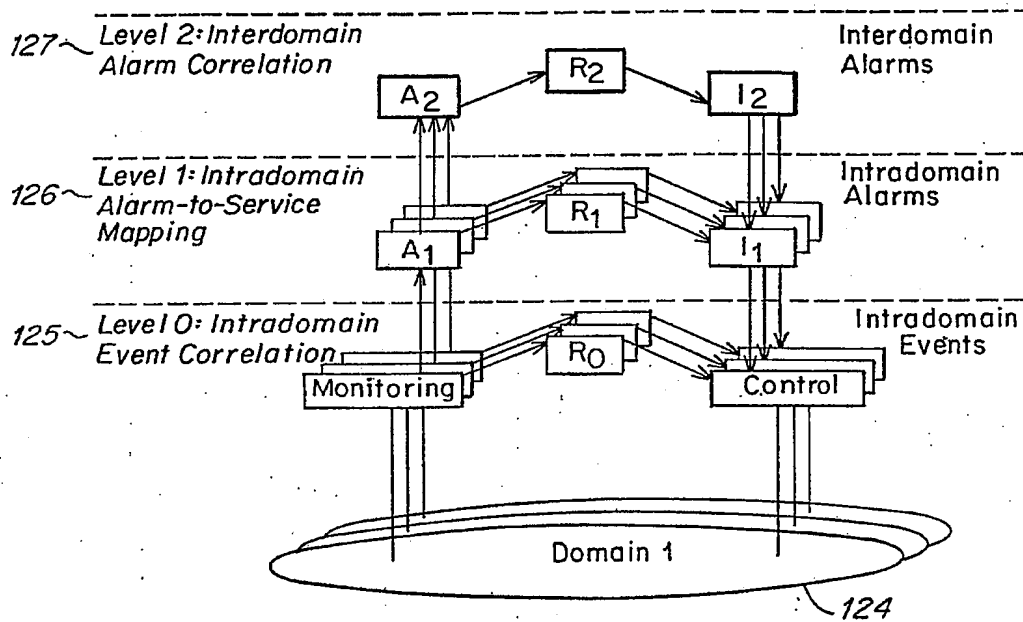


Fig. 11

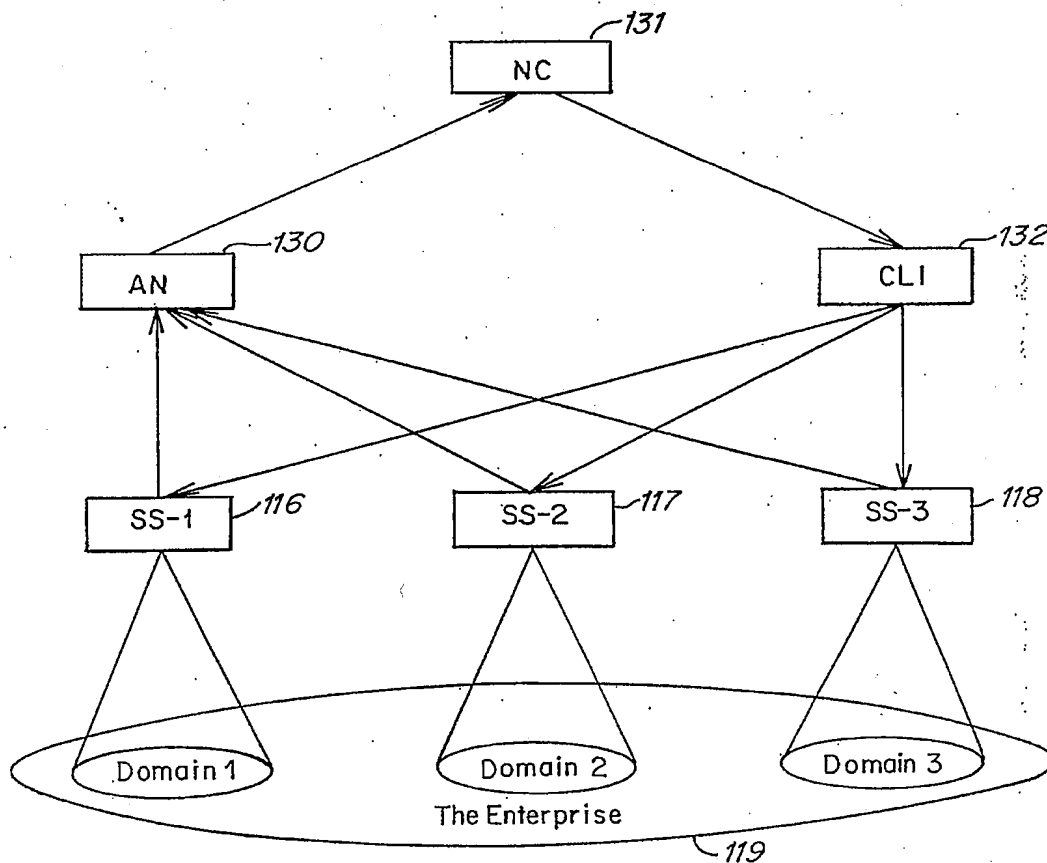


Fig. 12

REPLACEMENT SHEET

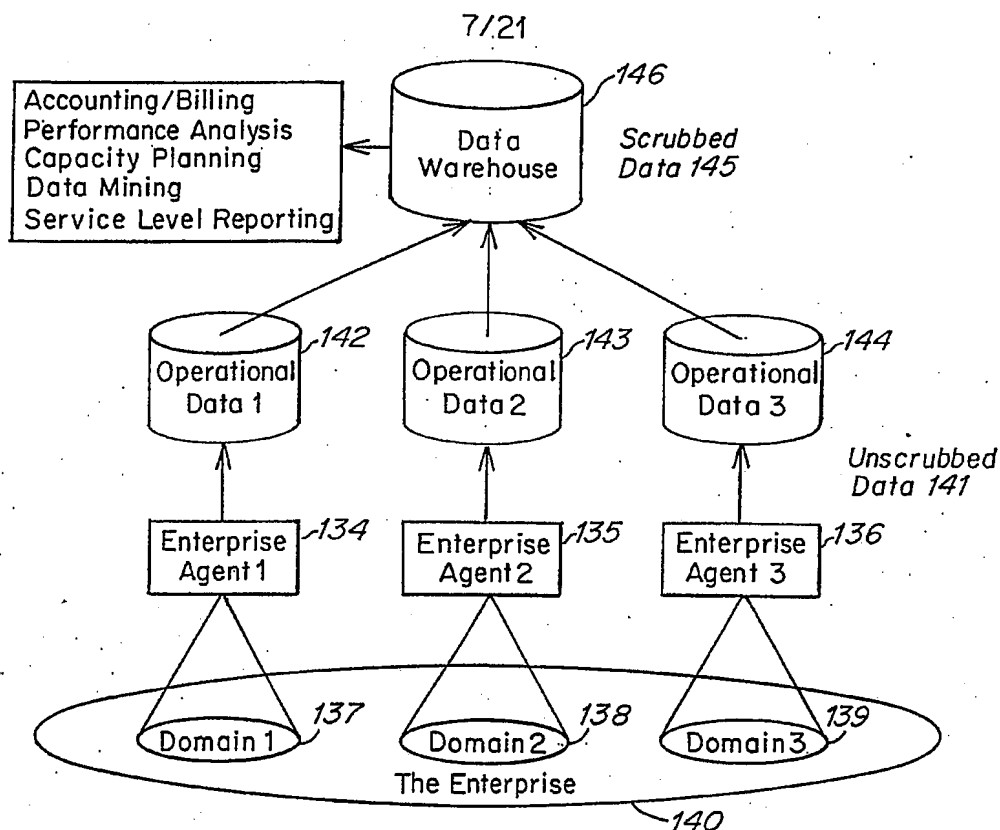


Fig. 13

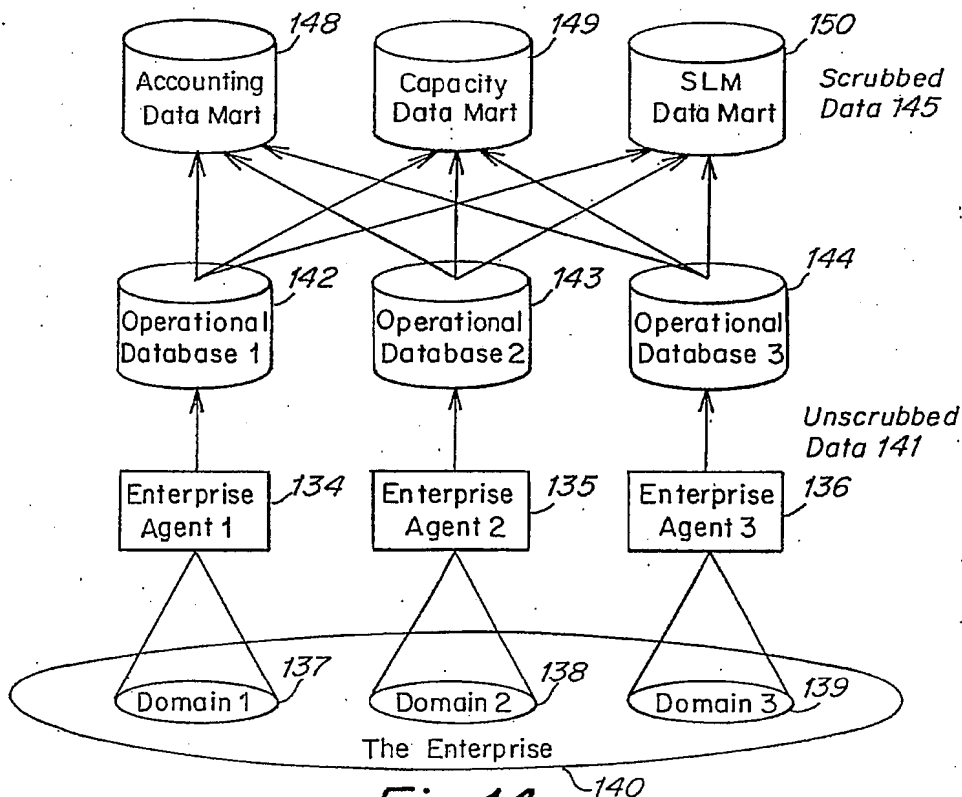


Fig. 14

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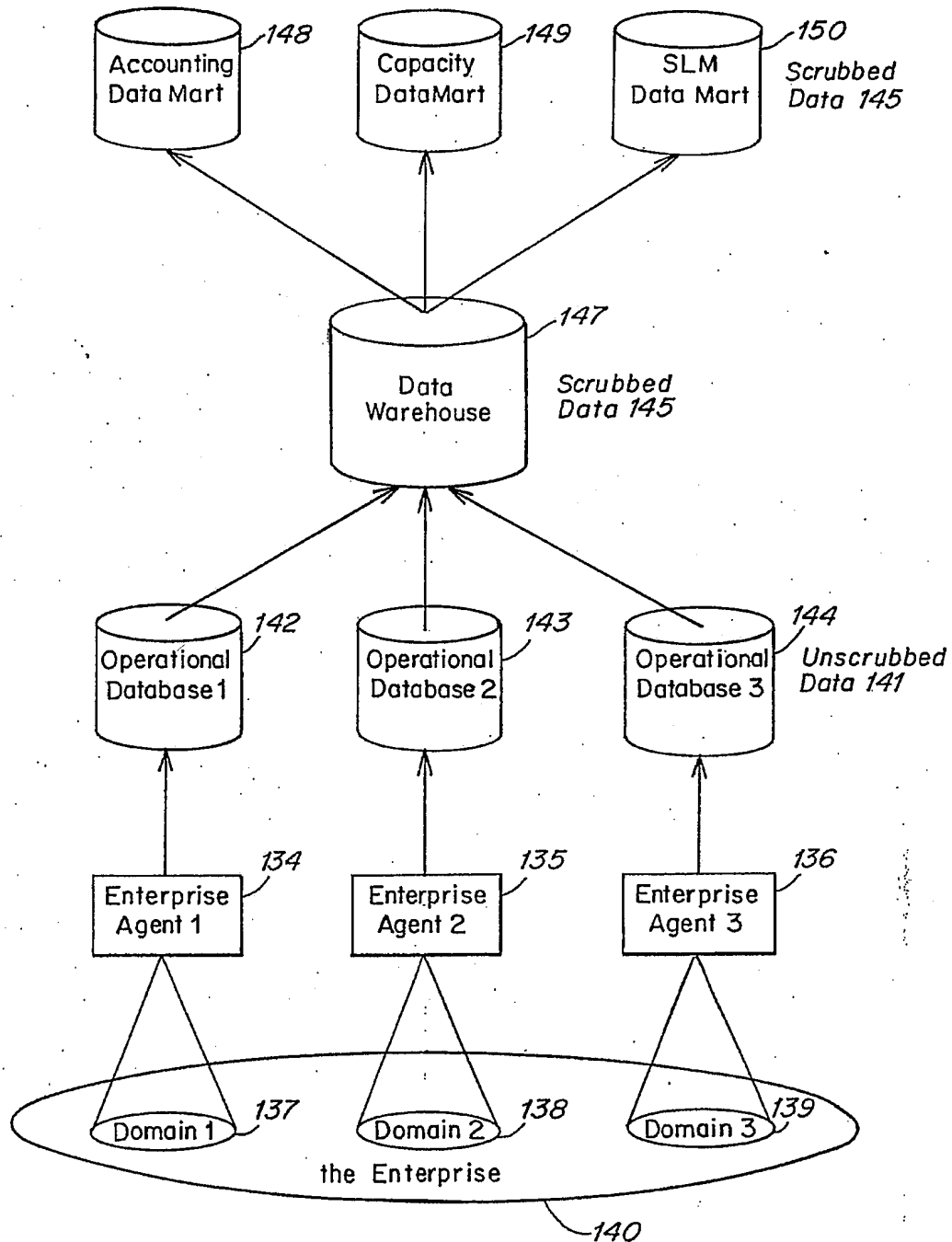


Fig. 15

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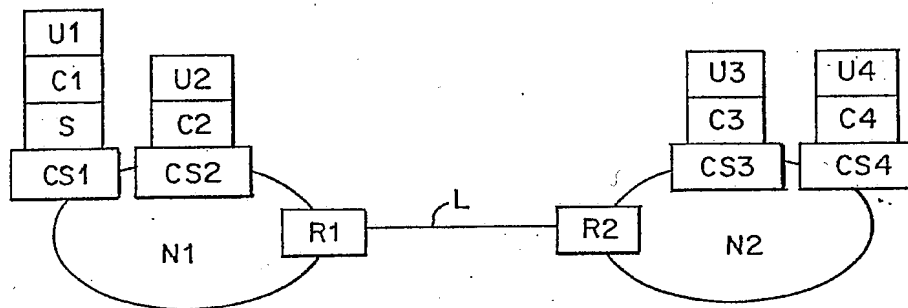


Fig. 16

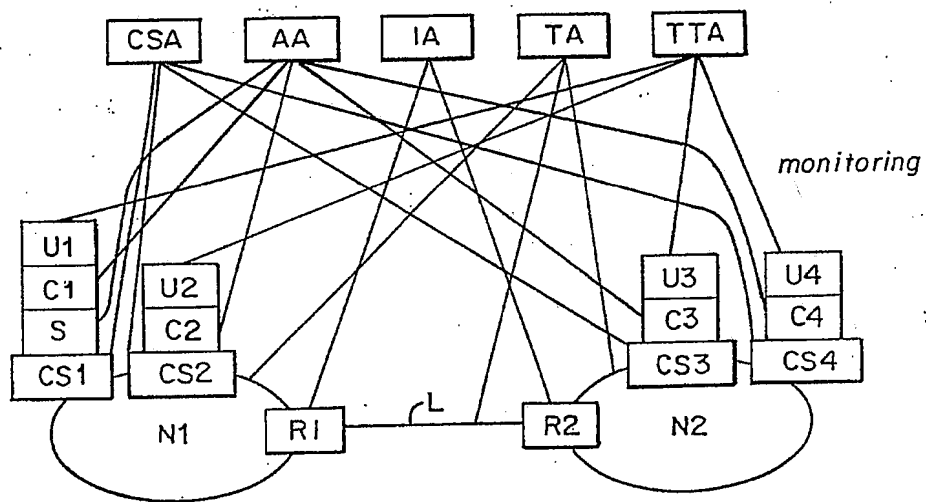


Fig. 17

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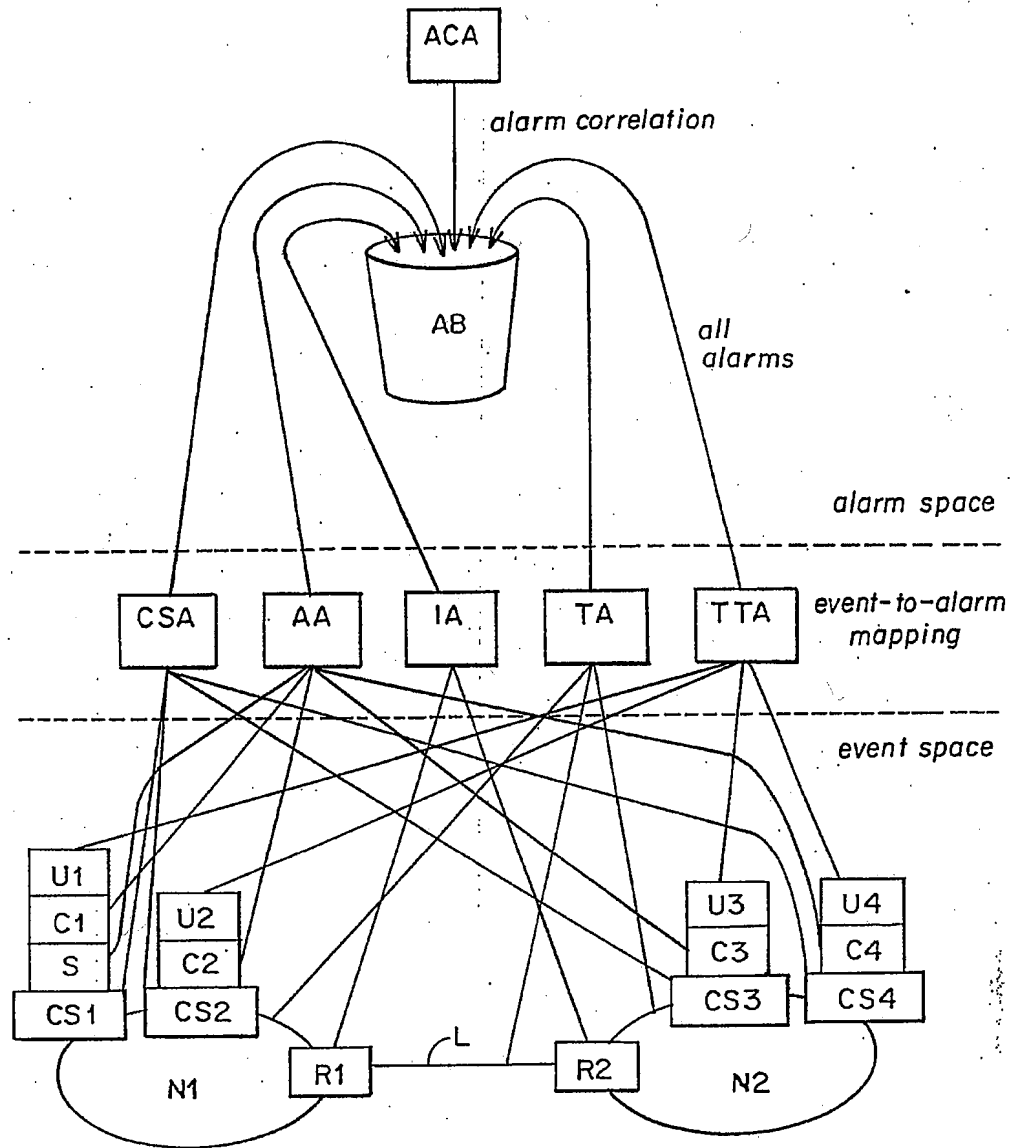


Fig. 18

REPLACEMENT SHEET

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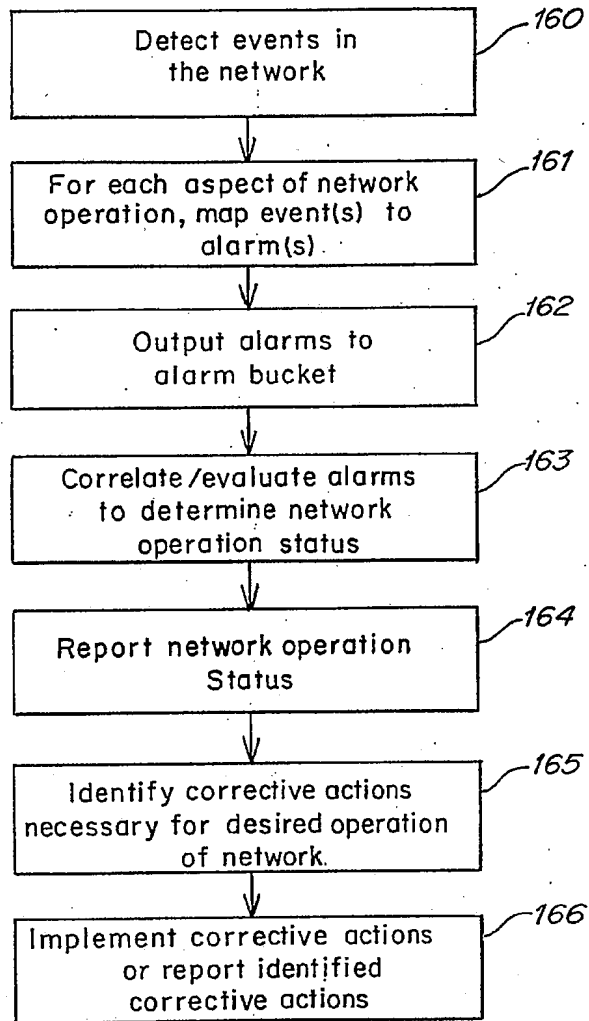


Fig. 19

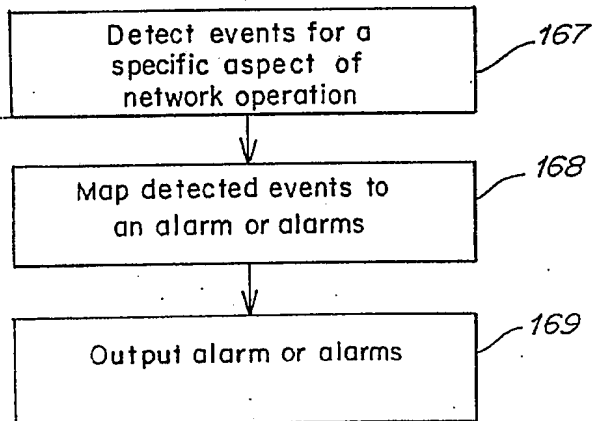


Fig. 20

REPLACEMENT SHEET

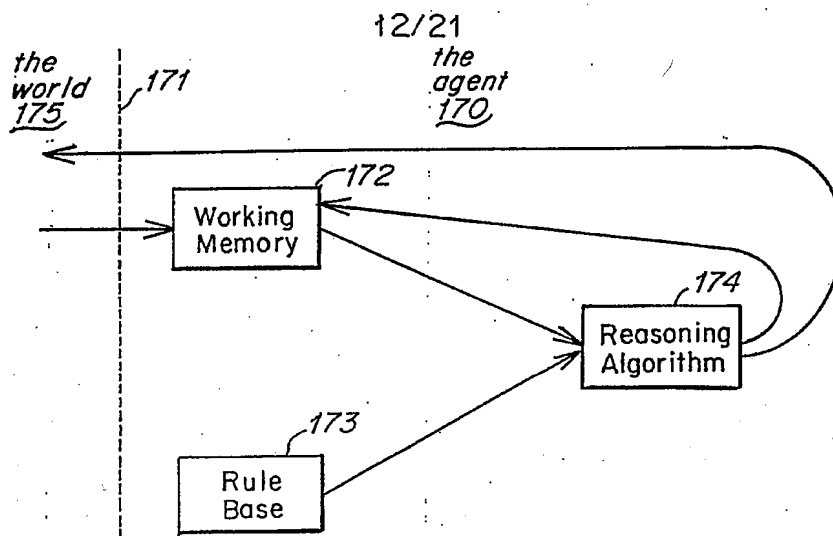


Fig. 21

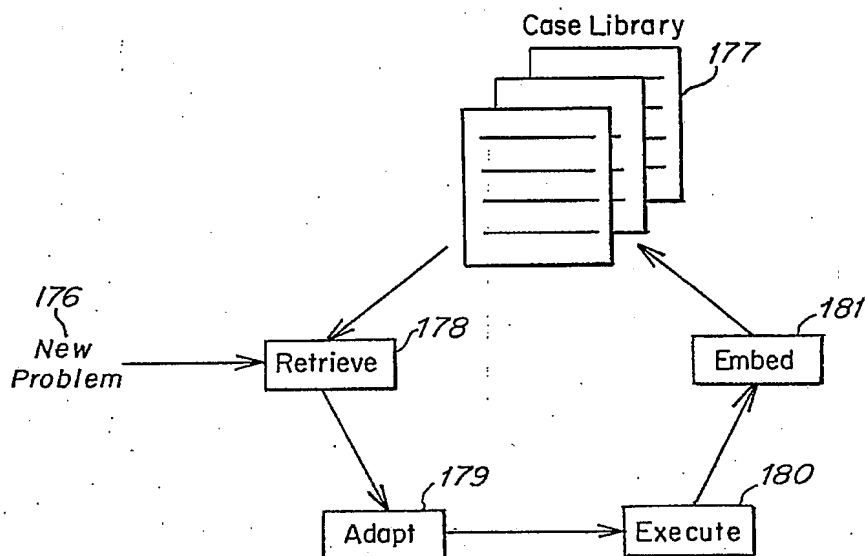


Fig. 22

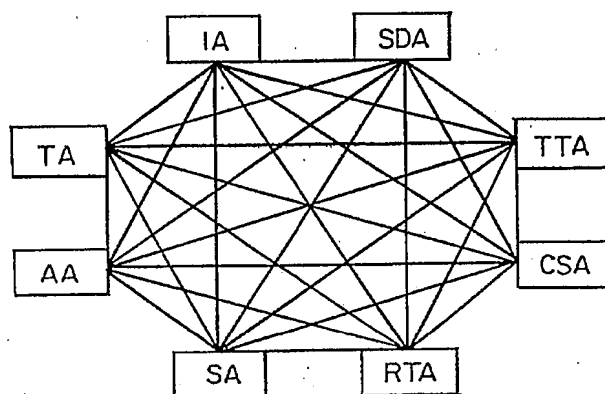


Fig. 23

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Friday January 5 2001 191			
	Service 1	Service 2	Service 3
Seattle			
Bldg 1	Up	Up	Down, up at 12 PM
Bldg 2	Down 8-10PM	Down 8-10PM	Down 8-10PM
Bldg 3	Up (Slow)	Up	Up
Sydney			
Bldg 1	Up	Up	Down, up ?
Bldg 2	Up	Up (slowly)	Up
⋮			

Fig. 24

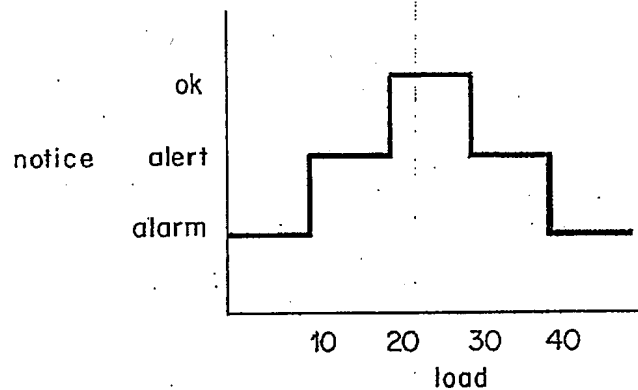


Fig. 25

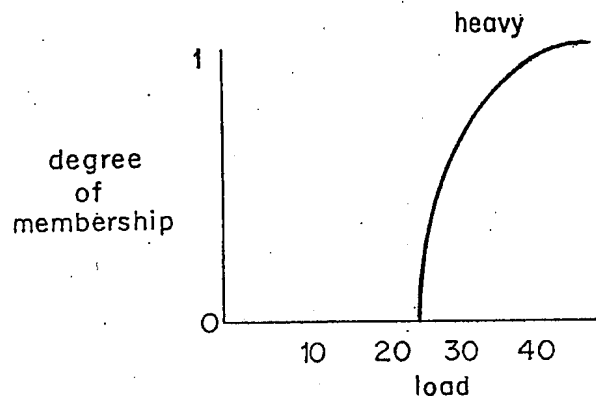


Fig. 26

REPLACEMENT SHEET

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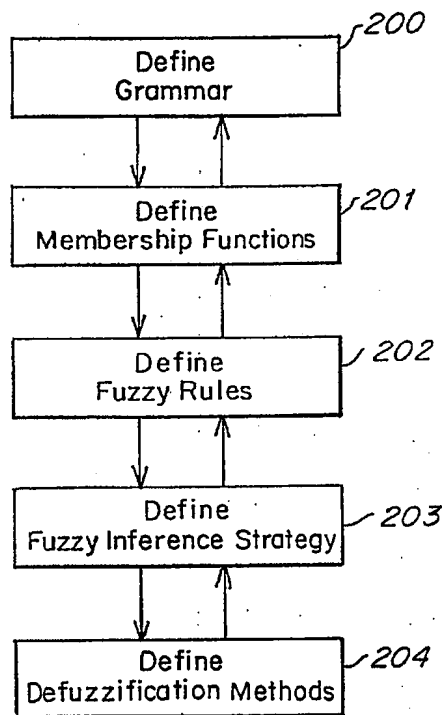


Fig. 27

production

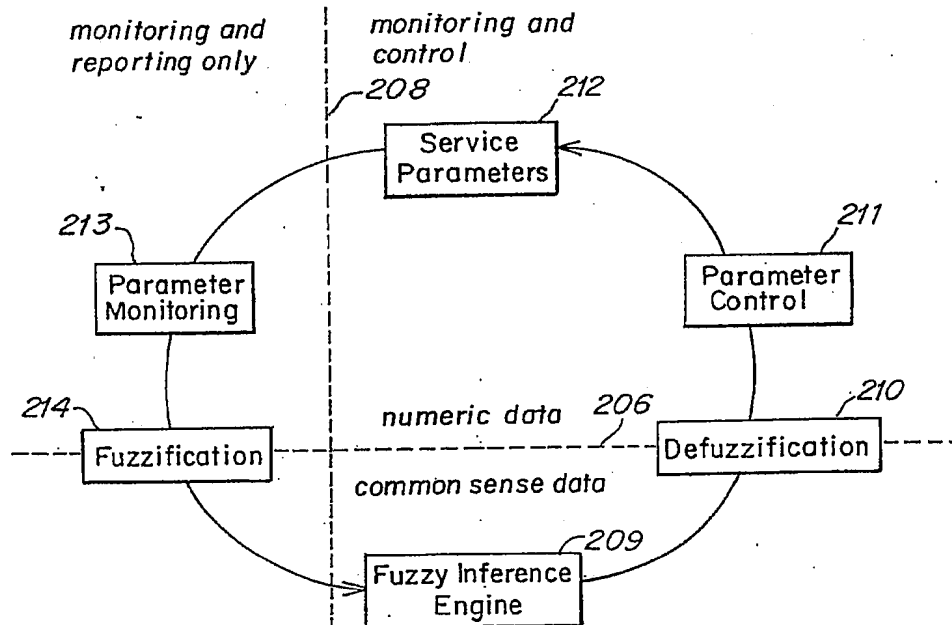


Fig. 28

REPLACEMENT SHEET

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possible influences on SP ²²⁵

target ²²⁴

	P1	P2	P3	P4	P5	...	PN	SP
t1	---	---	---	---	---	---	---	---
t2	---	---	---	---	---	---	---	---
t3	---	---	---	---	---	---	---	---
t4	---	---	---	---	---	---	---	---
t5	---	---	---	---	---	---	---	---
t6	---	---	---	---	---	---	---	---
.								
.								

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Fig. 29a

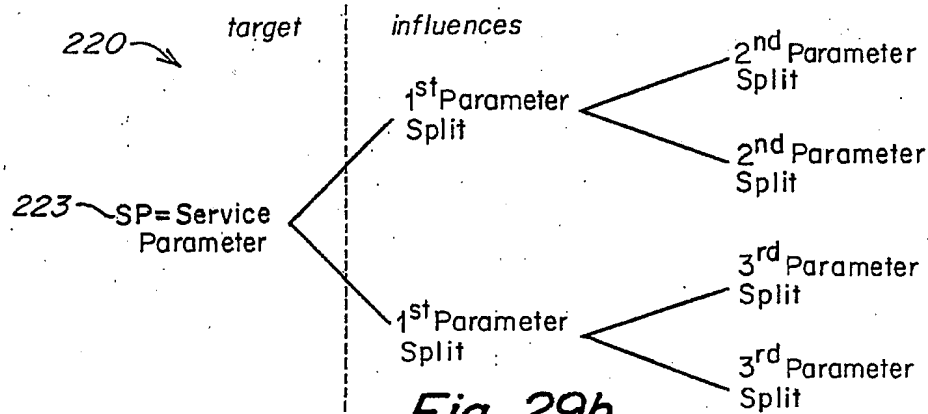


Fig. 29b

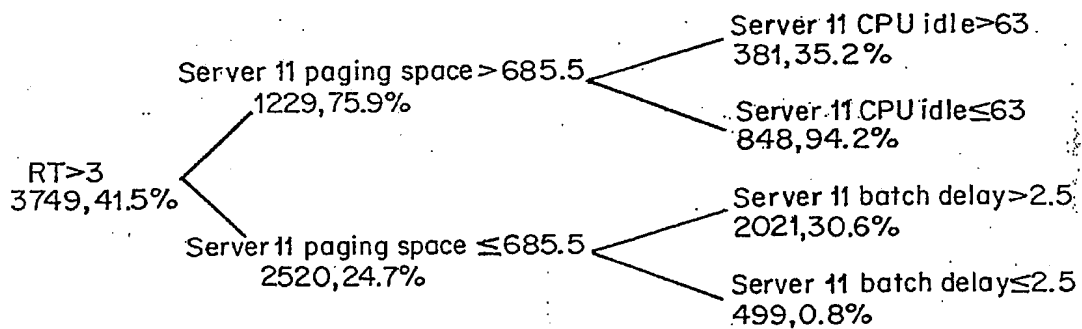


Fig. 30

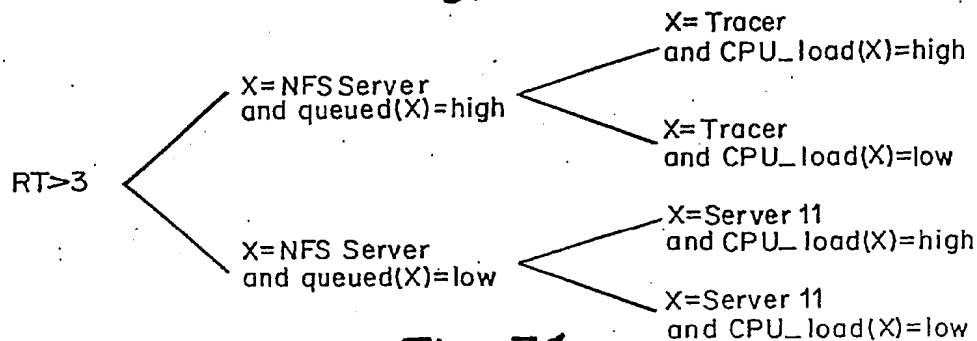


Fig. 31

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Service Agreement with XYZ Server Form						
Name						
Address						
Phone						
Email						
Policies						
Availability	____ (select 90-100%)				\$ ____	
Response Time	____ (select 2-5 sec)				\$ ____	
Security	____ (select high- med-low)				\$ ____	
Integrity	____ (select high- med-low)				\$ ____	
					Total: \$ ____	
Go Back		(Month)			Go Forward	
Default: Availability ____ Response time ____ Security ____ Integrity ____						
Send			Cancel			

Fig. 32

REPLACEMENT SHEET

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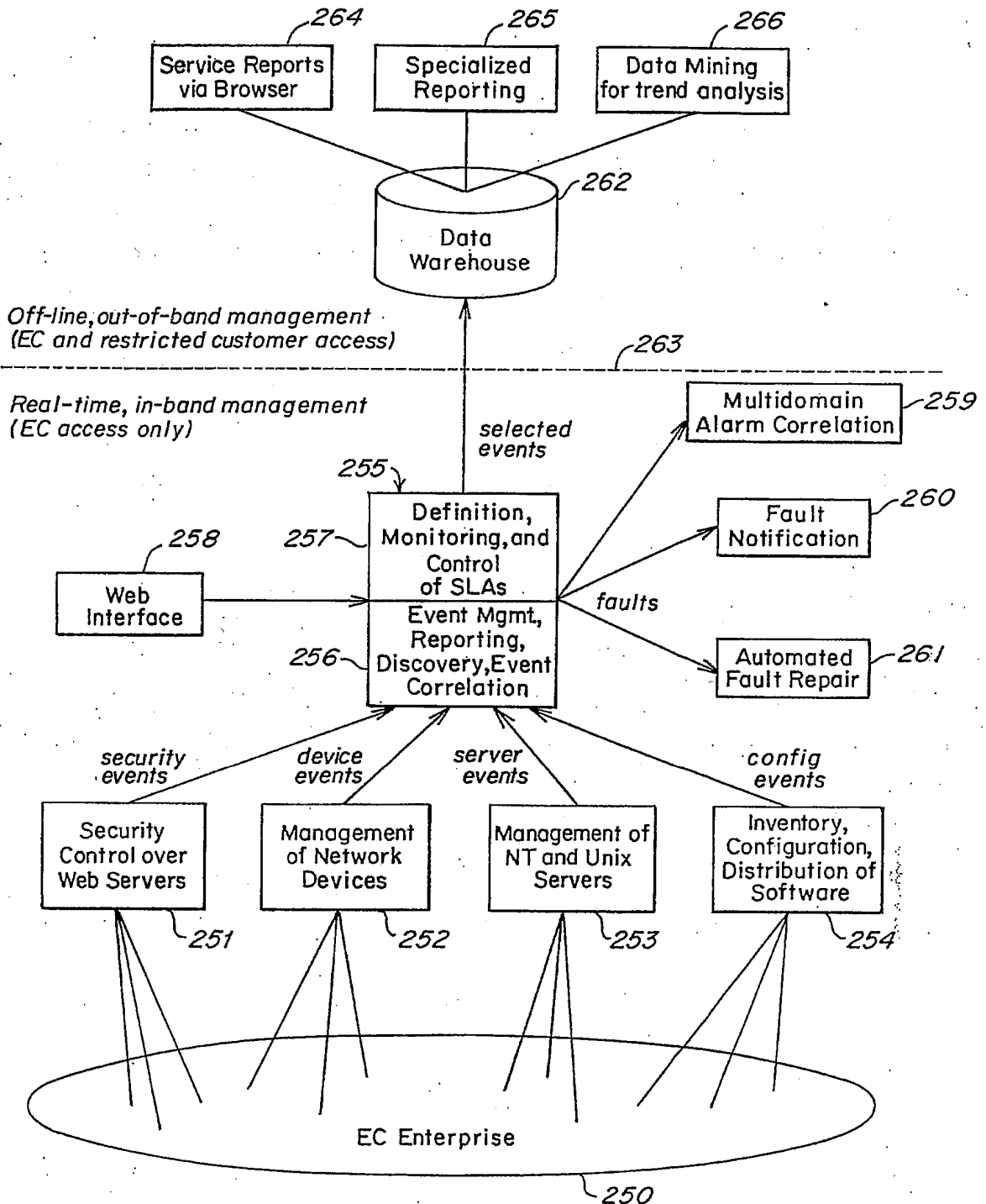


Fig. 33

REPLACEMENT SHEET

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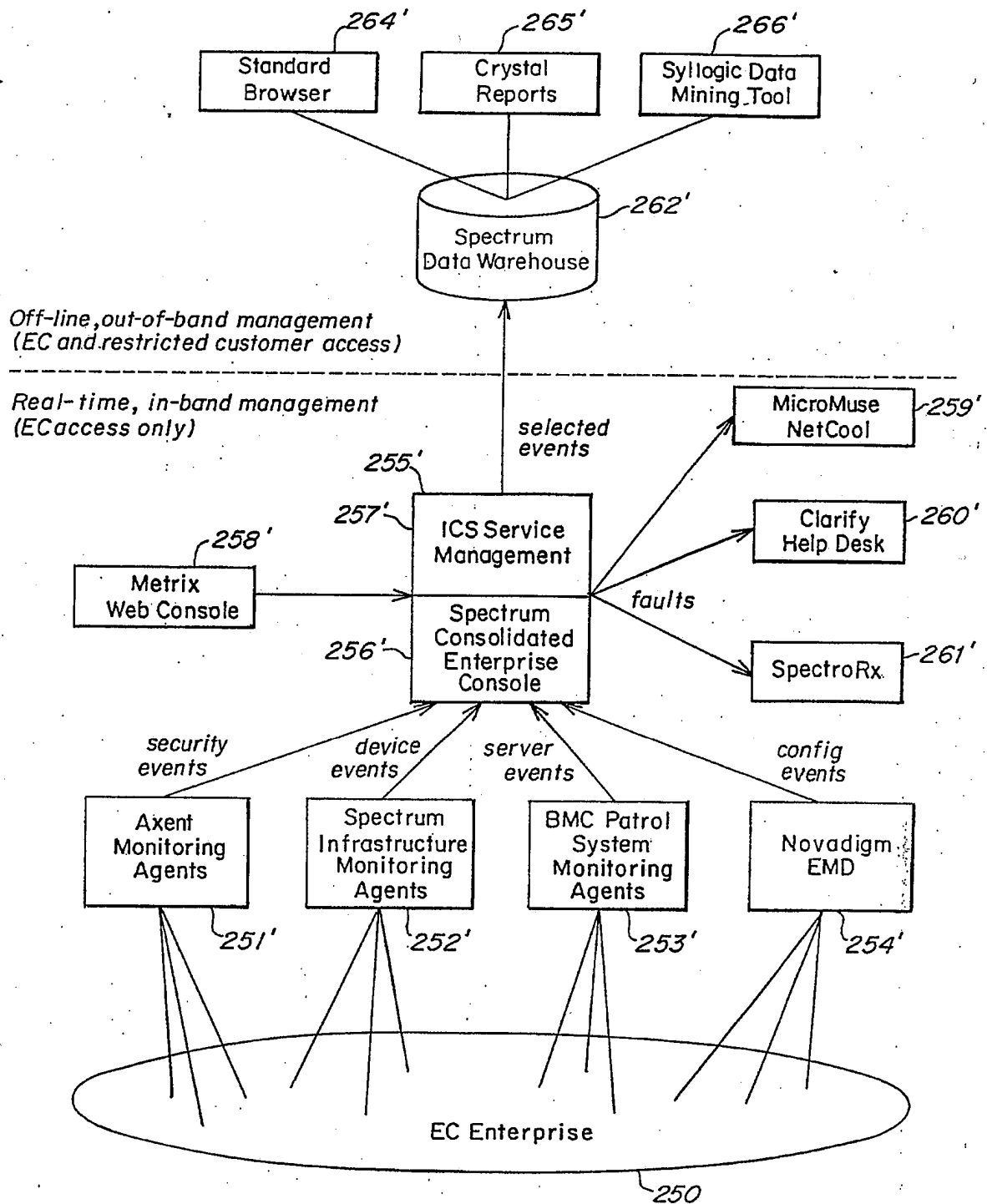


Fig. 34

REPLACEMENT SHEET

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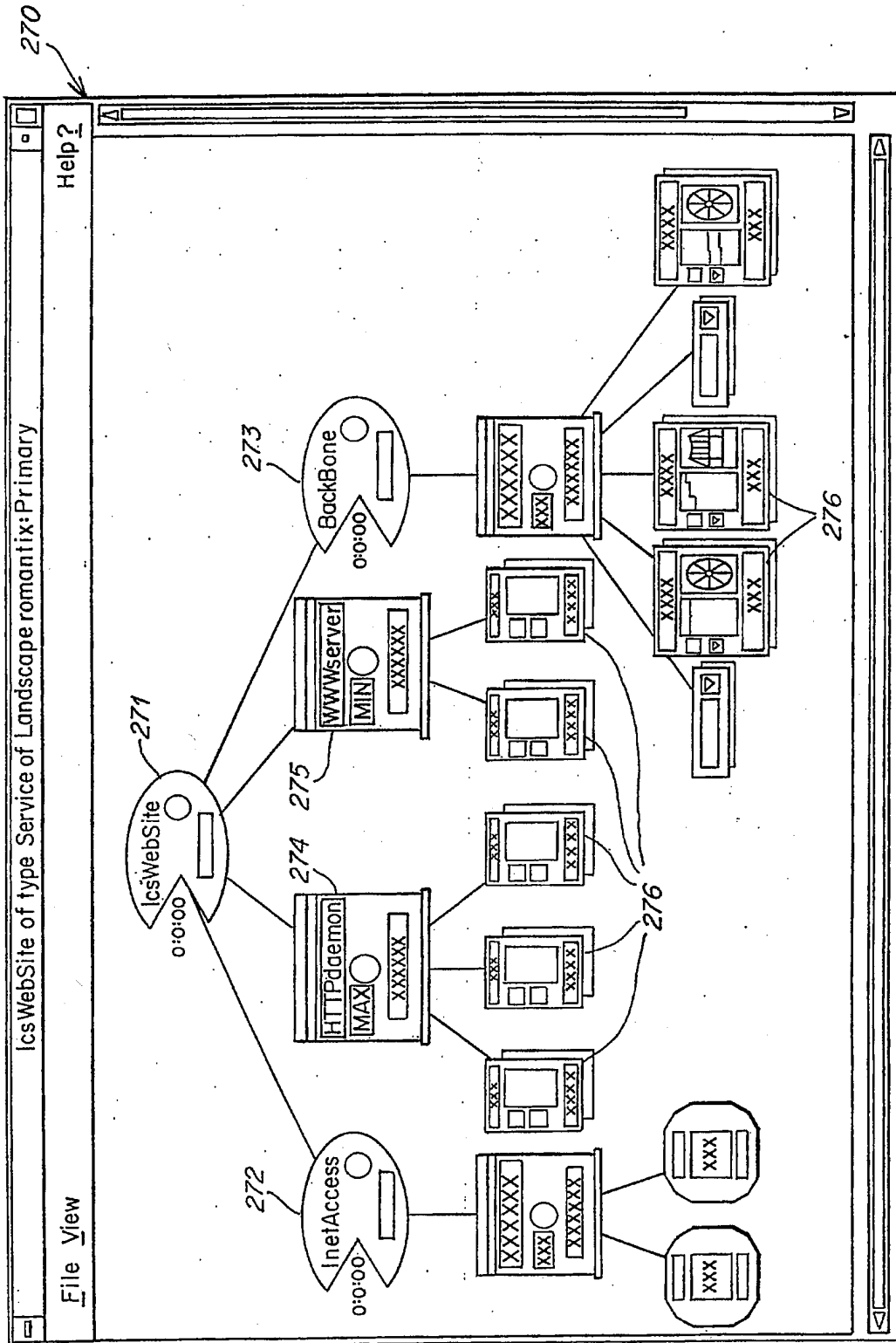


Fig. 35

REPLACEMENT SHEET

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IT for Dev of type SLA of Landscape romantix:Primary Help ?

File View

SLA Activity View

Monday from 08:30 hrs to 17:30 hrs
Tuesday from 08:30 hrs to 17:30 hrs
Wednesday from 08:30 hrs to 17:30 hrs
Thursday from 08:30 hrs to 17:30 hrs
Friday from 08:30 hrs to 16:00 hrs
Saturday from 08:30 hrs to 08:30 hrs
Sunday from 08:30 hrs to 08:30 hrs
Holiday from 08:30 hrs to 08:30 hrs

Holiday Dates
1,1,1,5,3,10,25,12,26,12

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ICS IT SLA_Container of Landscape Help ?

File View

Service Level Agreements
xxx xxx

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Monitor Definition

Monitor Name: Downtime per week

Alarm Counter xxxxxx

Unavailability xxxxxx

Fixed Period xxxxxxxxxx

Rolling Period xxxxxxxxxx

if any threshold has been exceeded [create an Alarm] with Severity [100]

Create Monitor Cancel

Fig. 36

REPLACEMENT SHEET

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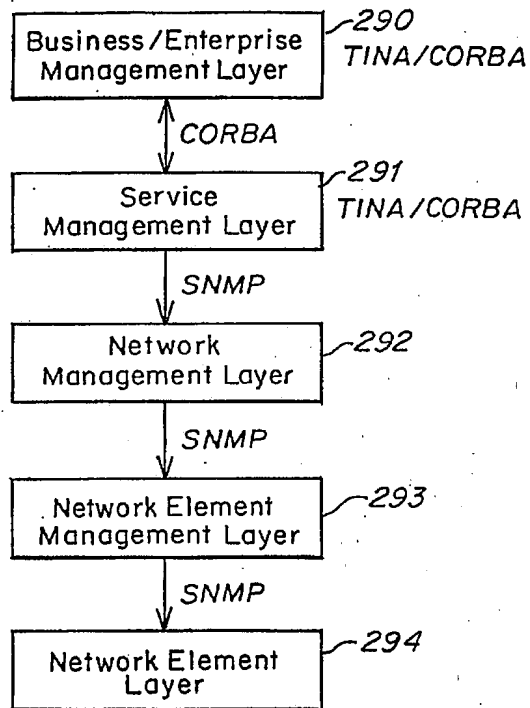


Fig. 37

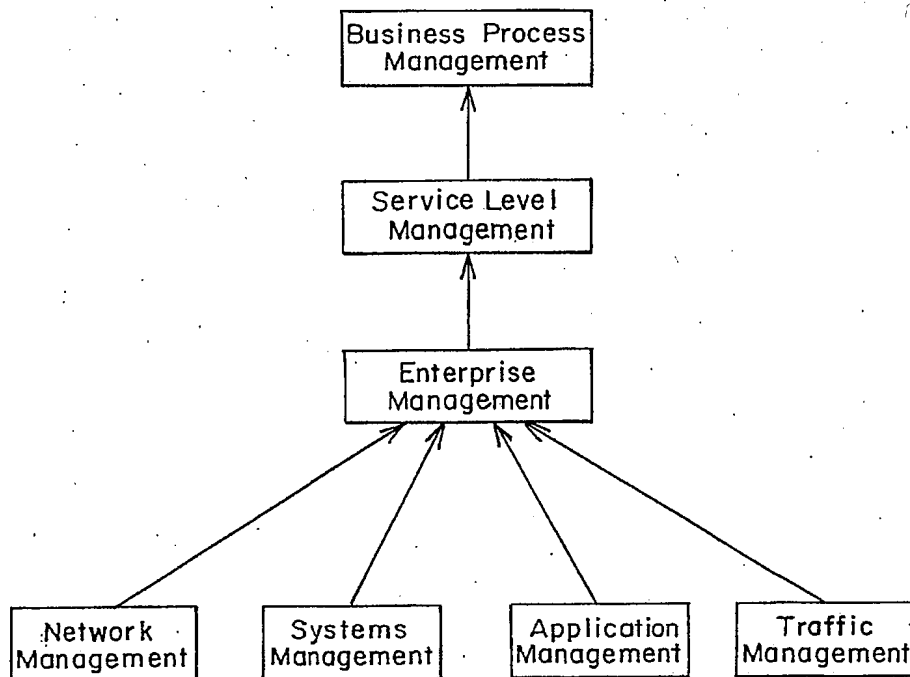


Fig. 38